

Setting underservice measure priorities for CT Medicaid health neighborhood pilots
 MAPOC Complex Care Committee -- Underservice workgroup
 Committee poll results – 11 underservice committee members of 20 voted, plus 2
 member of the Complex Care Committee
 October 8, 2014

Reminder: Some measures are missing (possibly your favorites). Some of the missing metrics can be measured from the health neighborhood application/geo mapping, and one measure (percentage of individuals without a care plan in 30,60, 90 days) is the only metric that comes from the portal – so it is our top priority in that category by default. Only four of our metrics cannot be measured at this time (not bad).

1. Please indicate your priorities for measurements using claims data below starting with 1 = highest priority, etc.

	Score	Rank
Percentage of individuals who fail to have an initial person-centered plan in writing developed within one month following a significant change in health status or transition between care settings	5	1
Monitor denied care or claims, or denied care requests/ prior authorization denials	5.5	2
People with high health costs	6.8	3
High utilizers of urgent care	7.2	4
Readmissions	7.5	5
Monitor for increasing or decreasing risk scores by provider/neighborhood -- cherry picking, underservice and/or overbilling	7.5	6
People with multiple disorders	8.2	7
People with behavioral health diagnoses	8.5	8
People transitioning between levels of care	8.5	8
Monitor for the lack of professionals caring for someone with a complex condition, i.e. brain injury	10.3	10
People with missed prescription refills	10.8	11
Ambulatory care-sensitive condition admissions	11.5	12
Repeated use of providers outside the neighborhood	11.9	13
People with brain injury	12.8	14
Adolescents, especially with mental health issues	13.2	15
People with a specific disability	13.7	16
Substance use treatment	14.4	17
Transportation	15.2	18
Pain management services	15.5	19
Oral health	16	20

2. Please indicate your priorities for measurements using randomly sampled chart reviews below starting with 1 = highest priority, etc.

	Score	Rank
Determine if people are getting the services – type, scope, and duration – that is included in their care plan or individual service plan -- If they aren't getting services identified in the plan, why not?	1.6	1
Evaluate outcomes – are people achieving their goals, as spelled out in the care plan?	2.6	2
Interruptions or discontinuing usual treatment, prescriptions, labs, or transportation patterns for people with chronic illness	3	3
Monitor for the lack of professionals caring for someone with a complex condition, i.e. brain injury	3.8	4
Monitor people without close family or caregiver involvement	4	5

3. Please indicate your priorities for measurements using additional software on claims with 1 = highest priority, etc.

	Score	Rank
Reduction in prescriptions/requests for home care services relative to previously or a parallel population- hours/week, duration after traumatic incident, surgery, etc.	3.7	1
Reductions in referrals to specialists relative to previously or a parallel population, controlling for health status	3.8	2
Reductions in duration or intensity of the “therapies”- PT, OT, ST- relative to previously or a parallel population	4	3
People with multiple disorders	4.2	4
Reductions in prescriptions/requests for imaging services relative to previously or a parallel population (including CAT-scans, PET scans v. MRIs)	4.9	5
People with behavioral health diagnoses	5.3	6
People with a specific disability	6.1	7
Pain management services	6.4	8
People with brain injury	6.6	9

4. Please indicate your priorities for measurements using patient experience of care surveys below starting with 1 = highest priority, etc.

	Score	Rank
Percentage of appointments where individuals had to wait more than a day to see a primary care provider for urgent	1.5	1

issues or more than a week, to see a specialist or to receive a recommended procedure for urgent issues.		
Percentage of individuals reporting a communication issue with their provider of medical or LTSS services and supports	1.6	2
Percentage of appointments missed due to lack of transportation	2.9	3